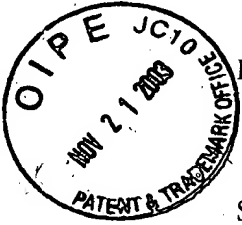


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In Re Application of:

Travis Parry

Serial No.: 09/800,854

Filed: March 7, 2001

For: **System for Providing Customer Support**

SECOND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

The Office Action mailed October 8, 2003 (Paper No. 4) has been carefully considered. In response thereto, please enter the following amendments and consider the following remarks.

AUTHORIZATION TO DEBIT ACCOUNT

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 08-2025.

Group Art Unit: 2643

Examiner: Eng, George

Docket No. 10003552-1

RECEIVED

NOV 28 2003

Technology Center 2600

5/B
12/2/03
TRR
(AE)

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Travis Parry

Confirmation No.: 5600

Application No.: 09/800,854

Examiner: Eng, George

Filing Date: 3-7-01

Group Art Unit: 2643

Title: System and Method for Providing Customer Support

RECEIVED

NOV 28 2003

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Technology Center 2600

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
() New fee as calculated below () Supplemental Declaration
(X) No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")
() Other: (fee \$)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	14	MINUS	28	= 0	X \$18	\$ 0
INDEP. CLAIMS	5	MINUS	6	= 0	X \$86	\$ 0
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$290	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$420.00	3RD MONTH \$950.00	4TH MONTH \$1480.00	\$ 0	
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

Travis Parry

By

David R. Risley, Esq.

Attorney/Agent for Applicant(s)
Reg. No. 39,345

Date: 11-18-03

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 11-18-03

Typed Name: Mary Meegan

Signature:

Mary Meegan